



# MindShare 360° Retail IT Management

MindShare 360° enables enterprises to proactively secure, manage inventory and support desktops from a central location.

- Outlets/Store roll outs
- POS hardening
- “Proactive” Preventive Maintenance
- POS uptime monitoring and reporting
- POS application support
- Asset Management
- Warranty Uplift



# MindShare 360° Retail IT Management

For today's Retailer success depends on more than just the right Location & the right POS system. Today's multi-store retailer needs to maintain tight control over costs, business processes, and performances, at the same time keep pace with any size competitor. Managers at the head office of a multistore business or chain need to roll up data from across multiple stores for a complete business view.



**MindShare 360° Retail IT Services** provides affordable, automated IT management solutions that integrate with and adapt to your specific retail needs.

**MindShare 360° Retail IT Services** provides affordable, automated IT management solutions that integrate with and adapt to your specific retail needs.



## Grow your business – not your IT Staff.

With our service you do not require an army of expensive IT staff to set up and maintain multi-store operations.

**MindShare 360° Retail IT Services** is a blend of on-site and remote support delivered using On-site presence in 30 plus locations in India and Network Operations Center (NOC) in New Delhi.

## OUTLETS/STORE ROLL OUTS

If you are looking for timely deployment and roll out of stores & outlets across India, MindShare is just the right partner for you. With our vast experience in store roll outs for 30+ retailers, we understand what it takes. We have expertise in all types and brands of POS equipments and retail software. MindShare will lead the project management and execution of all your store roll out while keeping you updated of the status regularly.

## "PROACTIVE" PREVENTIVE MAINTENANCE

Preventive maintenance is an integral part of being "Proactive". Mindshare will do security hotfixes patching, forced anti virus signature file updates, spyware scan and removal, cookie cleaning, disk de-fragmentation and hard disk monitoring. All preventive maintenance tasks are done on a predefined time, in silent mode and unobtrusive to users.

## POS HARDENING

**Are you concerned that unauthorized software is installed in your store equipments?**

MindShare will remove un-authorized software, unauthorized users with administrator privileges, restrict external storage and disable CR ROM and USB devices to ensure ongoing license control and IT policy compliance.



## POS UPTIME MONITORING AND REPORTING

**Are you concerned about POS equipment going down and manual billing happening resulting in pilferages?**

MindShare will monitor all your POS equipments across locations from its Network Operations Center (NOC) and start remediation process whenever NOC identifies a POS down. We provide on site and remote services during your business hours covering peak business on week ends and holidays.

## POS APPLICATION SUPPORT

**Does your retail software provider go shopping when your customers shop?**

Typically it happens that the retail software at your store does not function during peak hours when it's a holiday. MindShare has competence in most retail software to help deal with:

- Database indexing
- Database attachment
- Application corruption and reloading

We provide on site and remote services during your business hours covering peak business on week ends and holidays.



## ASSET MANAGEMENT

Have a comprehensive Asset inventory report in a predefined format every month from MindShare. This helps you keep a tab on the assets used in the environment and help you budget for new ones better. Inventory details includes hardware, service tags, software and applications.

## WARRANTY UPLIFT

Does your hardware vendor attend a Friday evening call on Monday that too without a spare part? MindShare works 365 days of the year. Get on site spare support from MindShare spare pool without waiting for your OEM Warranty with committed service level agreement.

## COUNT ON MINDSHARE

Start a long-lasting relationship with one of the leading retail technology services providers. Our journey with Retail IT services started way back in year 1997 (with MIntegraph) with the 2nd Store of Dominos in India, there has been no looking back ever since!

## HIGHLIGHTS

### **24X7, 365 days Network Operations Center:**

24 X 7 Network Operations Center (NOC) for “proactive preventive maintenance service”. No holidays, no sick leaves. We don't go shopping when you do business.

### **Enterprise Monitoring System:**

No investment in expensive enterprise monitoring & management tool system at your end. Our services are inclusive of our tools for your benefits.

### **Ticketing system**

Get a comprehensive ITIL based ticketing system for users to log desktop problems. Track tickets and monitor SLA online. Get alerted when SLA gets breached.

### **The CIO dashboard**

Comprehensive reporting on desktop performance, patch and vulnerability, SLA Management and executive reporting in a click of a mouse.

### **Reduce operations costs:**

Decrease your average downtime per desktop.  
Reduction of your operational costs

### **Comprehensive reports:**

Inventory, trend analysis, ticketing tracking and SLA management

### **Improve quality of life:**

Rely on the MindShare NOC and experience better quality of life during weekends, holidays, and office and non-office hours.

## OTHER SERVICES OFFERED BY US

- MINDSHARE GOGREEN DESKTOP MANAGEMENT SERVICES
- MINDSHARE 360° DESKTOP MANAGEMENT SERVICES
- MINDSHARE 360° SERVER MANAGEMENT SERVICES
- MINDSHARE 360° NETWORK AND SECURITY MANAGEMENT SERVICES

A FEW OF OUR RETAIL CUSTOMERS:



DEBENHAMS



Ferns 'N' Petals



REI AGRO LIMITED

**GUESS**  
BY MARCIANO

**MARKS &  
SPENCER**



**NEXT**

**women'ssecret**



## Interested in our 360° Retail IT Management Service?

CALL NOW India +91 9899986452 | Middle East +971 566918744 | North America +1 646 845 9595